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THE CLAIMS

What is claimed is:

Sub A1
1 1. A method for connecting a call to an agent that is connected to
2 disparate telecommunications networks, the method comprising the steps of:
3 receiving a query from one of a plurality of telecommunications
4 networks regarding an availability of an agent for receiving a call, each
5 telecommunications network being a disparate telecommunications network with
6 respect to other telecommunications networks of the plurality of telecommunications
7 networks, the agent being coupled to each disparate telecommunications network;
8 determining the availability of the agent;
9 responding to the query with the determined availability of the agent;
10 and
11 connecting the call to the agent.

1 2. The method according to claim 1, further comprising the step of
2 updating an availability entry for the agent to indicate that the agent is unavailable for
3 receiving another call when the call is connected to the agent and to indicate that the
4 agent is available for receiving another call when the call connected to the agent
5 terminates.


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1 7. The method according to claim 1, wherein at least one of the disparate
2 telecommunications network is an NCP architecture network.

1 8. The method according to claim 7, wherein the NCP architecture
2 network is a circuit-switched telecommunications network.

1 9. The method according to claim 7, wherein the NCP architecture
2 network is an ATM network.

1 10. The method according to claim 7, wherein at least one of the disparate
2 telecommunications network is an Internet resources network.

1  11. A system comprising:
2 an agent receiving calls from at least two disparate telecommunications
3 networks; and
4 a processor coupled to the agent and to each telecommunications
5 network from which the agent receives calls, the processor receiving a query from a
6 telecommunications network regarding an availability of the agent for receiving a call,
7 determining the availability of the agent and responding to the query with the
8 determined availability of the agent.

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1 12. The system according to claim 11, wherein the processor includes a
2 memory storing an availability entry for the agent, the processor updating the
3 availability entry for the agent to indicate that the agent is unavailable for receiving
4 another call when the call is connected to the agent and to indicate that the agent is
5 available for receiving another call when the call connected to the agent terminates.

1 13. The system according to claim 12, wherein the processor communicates
2 with each disparate telecommunications network using an SS7 signaling protocol.

1 14. The system according to claim 11, further comprising a plurality of
2 agents, each agent being coupled to the at least two disparate telecommunications
3 network for receiving calls from the telecommunications networks, and
4 wherein the processor is coupled to each agent, the processor receiving
5 a query from a telecommunications network regarding an availability of an agent for
6 receiving the call, determining the availability of each agent and responding to the
7 query with routing instructions for routing the call from the telecommunications
8 network from which the query was received to a selected agent.

1 15. The system according to claim 14, wherein the processor determines
2 the routing instructions based on one of a lowest cost criteria, a hierarchical criteria,

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- 3 an RTNR/Optimized routing criteria, a time of day, a day of a week, a call
4 origination location, and a network congestion condition.

- 1 16. The system according to claim 15, wherein the selected agent is
2 selected by the processor based on one of an agent skill level and a most idle agent
3 criteria.

- 1 17. The system according to claim 11, wherein at least one
2 telecommunications network is an NCP architecture network.

- 1 18. The system according to claim 17, wherein the NCP architecture
2 network is a circuit-switched telecommunications network.

- 1 19. The system according to claim 17, wherein the NCP architecture
2 network is an ATM network.

- 1 20. The system according to claim 17, wherein at least one
2 telecommunications network is an Internet resources network.

add B³
Sub
Q³

add S²